



2023

# Impact Report

Operation  Smile  
Canada

## Before, After and Beyond the Smile

Highlighting Your Impact in 2023

Baby Janat, Morocco



# Janat's Life-Saving Journey with Operation Smile

**At Operation Smile, it starts with a child... that leads to a smile... and so much more!**

Every 3 minutes, a child is born with a cleft condition — with approximately two-thirds living in low- and middle-income countries, not having access to safe and affordable surgery and care.

This was the case with Janat, who arrived at our clinic in Morocco in critical condition. Severely malnourished due to her cleft condition, Janat needed a prosthetic mold for her cleft palate so she could feed. This is the case with many infants born with cleft lip and palate. Before they can have surgery, they must be healthy enough to undergo anesthesia. So, our work begins the minute a child arrives — ensuring they have what they need before, leading up to and after their surgery.

Thankfully, the minute our nutrition and dental volunteers assessed Janat and fitted her with a feeding mold, she was able to take a bottle!

Like Janat, many of our patients receive more than one surgery. As they grow, we monitor their cleft condition, focus on improving their speech, and ensure their oral health (dentistry, hygiene, orthodontia) is optimized and their social interactions with family, friends and community are positive.

Through your support, every child — unique in every way — begins their personal journey to a new smile, and so much more!

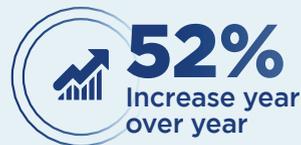
Thank you for enabling these journeys that lead to new smiles!

To see more about Janat's amazing journey, visit [www.operationssmile.ca/impact](http://www.operationssmile.ca/impact)

## PATIENTS WHO RECEIVED NUTRITIONAL CONSULTATIONS AND OUR NUTRITIONAL PACKAGES

FY22  
**4,573**

FY23  
**6,954**



# Cleft Care Before and Beyond the Surgery

## Your Impact Lasts a Lifetime

As the world began to resume normal activities post-pandemic, our global volunteers were ready and waiting to address the backlog of patient surgeries.

Program teams have been working around the clock to provide comprehensive cleft care to patients of all ages and in every stage of their journey. Global volunteers stepped up — giving more of their time — allowing us to increase the number of surgical sites and exceed pre-pandemic surgical program levels in countries where capacity allowed.

Your partnership with Operation Smile has delivered essential training and education to local medical volunteers through our Champions Programs. This not only improves the journey for our patients, but it also strengthens the local health system for the entire community.

Your partnership ensures that our patients have access to multidisciplinary teams of medical professionals to save their lives and offer them every resource that allows them to thrive.



**36,397**

patients received comprehensive cleft care in 19 countries.



**9%**

of the patients were new patients.



### PRE-NATAL

Helping parents with information and support before birth replaces fear with hope and starts a journey of caring.



### EARLY CHILDHOOD

Surgery to repair cleft conditions is best done early in life. Three additional surgeries are often required to repair a cleft palate.



### INFANCY

Babies with cleft lip and cleft palate often have difficulty feeding. Nutrition programs and counselling for parents help babies be ready for surgery.



### CHILDHOOD

As children develop, their facial structure changes. Dentistry and orthodontics help keep their teeth and jaw aligned. Cleft conditions often affect speech development. Speech therapy helps improve speech.



### ADOLESCENCE

Psychological support is an important part of the healing process.



### ADULTHOOD

Surgery to repair a cleft condition transforms a life at any age.

**We are here for every child and family — for as long as they need Operation Smile.**



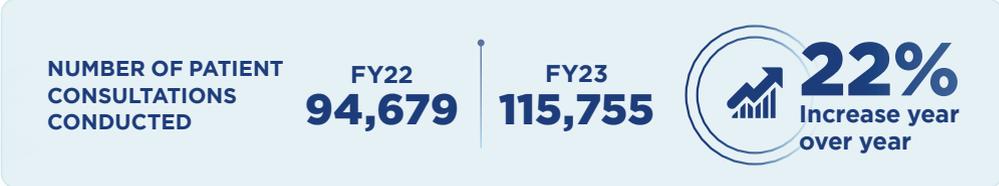
## When All Hope Was Lost Pushing Forward with Determination

At the age of 2, Lia and her father, Gerardo, were quite familiar with Operation Smile in Guatemala. They attended their first surgical program in May 2021, but Lia did not pass her health evaluation as she was sick.

Children who are born with cleft lip and cleft palate are at a higher risk of becoming malnourished, developing frequent illnesses and facing delays in growth.

After enduring three failed attempts at surgery, travelling countless miles from their home and making the eight-hour journey to Guatemala City, Lia's fourth attempt at cleft surgery was a success.

In May 2022, Lia not only graduated from the nutrition program, but she returned with a new smile. Gerardo never let his disappointment outweigh his determination. He is excited to watch his daughter live a healthier and brighter life.



## A New Fate for Joseph A Father's Fears Washed Away

Joseph and his family live in a small hut made of metal and wood in a community near San Remigio, Philippines. Born with cleft lip and palate, he struggled to feed and speak for the first few years of his life.

By the age of 6, Joseph was working alongside his father collecting scrap metal. He had tried attending school, but the bullying made him sad and angry. His father, Julito, was desperate to offer his son a chance at a better life.

Hope was restored when Julito and Joseph attended the surgical program in Cebu City, where he received cleft lip surgery. The following year, he received surgery to close his palate.

*"He is not shy anymore. Unlike before, he likes going outdoors. And even if children still tease him sometimes, he doesn't get mad at them – he knows his face is different now."*

Cleft lip and palate surgeries as well as speech therapy gave Joseph the confidence to pursue his education without the fear of being bullied.

Now 14, Joseph continues to attend school and has a bright future. "And hopefully," his father shares, "the surgeries will bring him a different life than mine. He has more confidence now, and maybe this will give him a chance to get a proper job in the future."

**This is how your gift truly goes beyond the smile.**



# Highlights from Dominican Republic

## Increasing Access to Comprehensive Cleft Care in Latin America

With many children left waiting for care during the pandemic, Operation Smile in Dominican Republic planned to resume its activities as of July 2022. The team set goals to care for 150 new patients, to perform 100 surgeries, and to conduct 2,000 comprehensive consultations through specialties such as dental, pediatrics, speech therapy, nutrition and more.

Dominican Republic hosted its 31<sup>st</sup> surgical program in May 2023, with a goal of performing 60 surgeries. They conducted comprehensive evaluations on 107 patients and exceeded their goal by performing 68 surgeries with a team of volunteers from USA, Canada, Nicaragua, Honduras, Panama, Brazil, Guatemala and Dominican Republic.

### In the next 5 years, the Dominican Republic team plans to:

- Serve 1,420 new patients
- Offer 30,020 specialized medical services to 3,650 patients
- Perform 965 cleft surgeries

Our medical volunteers cannot operate without you and send their heartfelt thanks for your generosity.

**113**  
surgical patients  
in 2023



**3,708**  
consultations  
in 2023



# Highlights from South Africa

## Increasing Access to Health Care

Operation Smile educated and trained 130 health care workers in South Africa and provided surgical treatment to 80 patients. They expanded care to the Eastern Cape and Mpumalanga by improving their patient recruitment strategies in the area. They also participated in research conducted by the South African Medical Research Council on the link between cleft conditions and pollution hotspots in South Africa.



### In the next 5 years, the South Africa team plans to:

- Review 100 patients who have received surgery in the last five years to determine needs for additional services
- Recruit 390 new patients, 195 of whom will receive transportation and accommodation support
- Coordinate two surgical programs per year
- Provide surgery to 490 patients with cleft surgery
- Provide funding for three fellowships in the areas of surgery and pediatric anesthesia
- Recruit and credential 30 volunteers across various specialties



# Financial Highlights

## Treasurer's Message

Thank you for entrusting us with your generous donations that have allowed us to deliver 66 surgical, comprehensive care, education and research programs in 17 low- and middle-income countries during this past fiscal year.

Every program dollar invested is accounted for through our finance and program compliance team. The board of directors' support and strategic investment in fundraising is aligned with our strategic plan in reaching our collective goals to help a million more patients over the next decade.

I am pleased to report the board authorized an additional \$675,773 to be drawn from our internally restricted fund for programs. We expect to see a similar program investment in this current fiscal as we journey forward to reduce the surgical backlog and help more children.



**Thank you for being part of this journey for our children.**

**Lori Tymchyk**

Treasurer, Operation Smile Canada Foundation

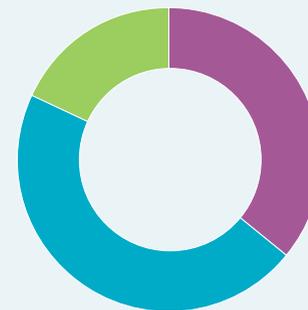
### STATEMENT OF OPERATIONS

FISCAL YEAR — ended June 30

Revenue	2023	2022
Donations	\$17,678,948	\$15,410,998
Grants	\$1,000,000	\$700,000
Other	\$336,821	\$293,201
<b>Total Revenue</b>	<b>\$19,015,769</b>	<b>\$16,404,199</b>
Expenses	2023	2022
Programs	\$11,220,420	\$8,993,997
Fundraising	\$6,495,940	\$5,080,280
Administration	\$1,975,182	\$1,588,197
<b>Total Expenses</b>	<b>\$19,691,542</b>	<b>\$15,662,474</b>
(Deficit)/Surplus	<b>\$(675,773)</b>	<b>\$741,725</b>
(From)/To Restricted Program Funds	<b>\$(675,773)</b>	<b>\$741,725</b>
Unrestricted Fund Net Surplus	<b>\$0</b>	<b>\$0</b>

### PROGRAM INVESTMENTS

- Surgical Programs **36%**
- Comprehensive Care Centres including nutrition, speech, dentistry and other pre- and post-operative care programs **46%**
- Training & Education/Research **18%**



We have a goal to deliver a million more smiles by the end of 2032. We have a solid plan to do it and a vision for the change you can make happen in the lives of our patients.



**By 2032, a million more patients with cleft conditions will be cared for in the low- and middle-income countries where Operation Smile serves — with thanks to you!**

That’s the goal we will celebrate together, with you. And this journey we are on together has just begun in 2023 when we launched *The Next Decade of Love & Leadership!*

## The Journey Forward

In order to reach this ambitious goal, we will deliver surgery and care closer to where our patients live. This will be done by investing in and strengthening local hospitals, while educating and training medical professionals to our high standards of care. Each of these hospitals will connect to our main centres, located in (or near) the country capital. In a more visual term, with our well-established “hub” centres, we will invest in and strengthen local capacity at 40 “spoke” sites.

**Thank you for playing an essential role in this journey. Without you, our volunteers cannot operate, educate, train, conduct research and deliver the comprehensive care these kids need to survive, and thrive.**



**Michael Bezuhly, MD, MSc, SM, FRCSC, FAAP**

Plastic Surgeon and Board Chair, Operation Smile Canada



**Mark Climie-Elliott, CFRE**

CEO and Chief Smile Officer, Operation Smile Canada



## There’s Much More Online

The full version of our 2023 Impact Report is available on our website and features:

- Full audited financial statements
- Updates from featured program countries
- Janat’s progress
- Community engagement
- Stories and videos

Access the full Impact Report at:  
**[operationsmile.ca/impact](https://operationsmile.ca/impact)**



## Words cannot express our heartfelt love for each of you.

From the first donation we received 41 years ago, to the next gift of a smile we receive, your unconditional love for our children and families is what drives us and our 6,000+ global volunteers forward each day to care for the next child born with a cleft condition.

You may not hear it directly from the families who ask us to send their words of gratitude to you for helping their child. You may not see their joyful tears streaming from their eyes. But we do. And with tears often in our eyes as the child is reunited with their family for the first time after surgery, we thank you.

These kids need us. They need you – before, during and after their surgery. Thank you for being part of this journey!

*Bill & Kathy*

**Dr. Bill & Kathy Magee**  
Co-Founders,  
Operation Smile



# There Are So Many Ways to Save Lives

Laura from  
Colombia

Operation Smile was joined by nearly 14,000 monthly giving **SMILE PARTNERS** in 2023 who committed to give each month to help patients like Laura. Now a year away from adulthood, Laura has been a patient with us since she was two weeks old, requiring multiple surgeries and cleft care as she grew. Our continuum of care model, where we treat a child through their whole smile journey, is only possible thanks to the ongoing generosity of our donors and monthly partners. Today, Laura proudly states she has graduated from care, and instead, volunteers to help other children whose journey has just begun.

## Thank you!

Operation  Smile  
Canada

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OSC FALL 2023

